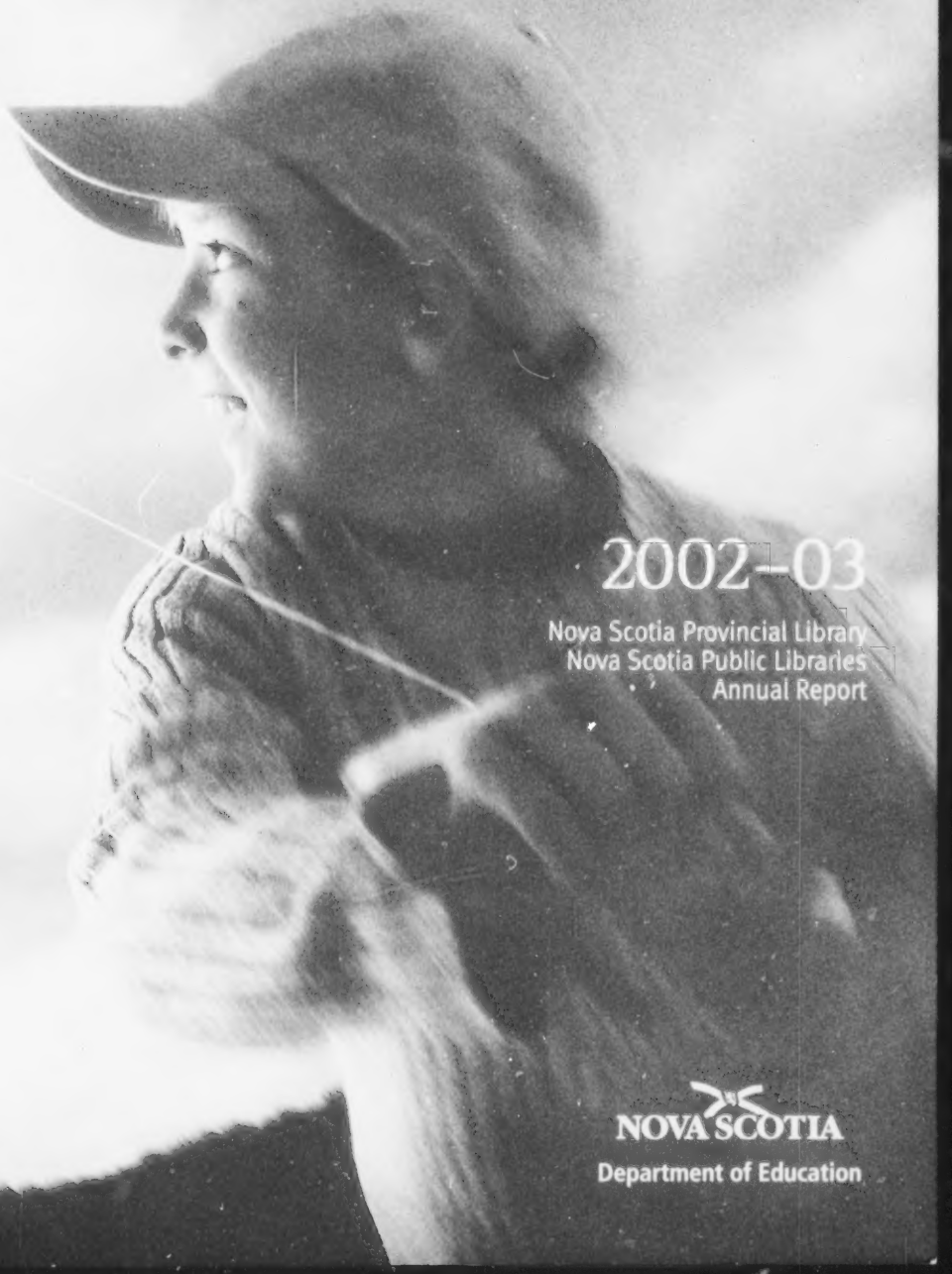
the **power** of public libraries



2002–03

Nova Scotia Provincial Library
Nova Scotia Public Libraries
Annual Report

NOVA SCOTIA
Department of Education

From the Minister

I am pleased to present the 2002-2003 Annual Report for the Nova Scotia Provincial Library and Nova Scotia Public Libraries.

I believe that our 76 public libraries are an extremely valuable community asset. This opinion was reinforced in a 2002 survey of library users. One interesting finding was that there is an economic value in libraries in that many use them to support their work or business.

Libraries continue to offer something for just about every Nova Scotian. A person can wander in and browse for a good book; participate in one of the many educational or personal interest programs offered; or use a public access computer to surf the Internet.

There are also activities such as computer training for seniors, early literacy programs for toddlers, the Summer Reading Program, and online book clubs, to name just a few. These programs bridge social, cultural, and generation gaps to bring Nova Scotians together.

It is, however, not just library users in Nova Scotia who recognise the value of our libraries. I am pleased to see national and international awards have been won by the Halifax, Pictou-Antigonish, and Western Counties Regional Libraries. Awards and positive survey results don't come without hard work and dedication. The staff and trustees of our libraries are doing a great job, and through their work public libraries will continue to make a great contribution to Nova Scotia and the lives of Nova Scotians.

Jamie Muir

Jamie Muir
Minister of Education

From the Director

This has been a year for new or renovated library buildings and expanded rural service. The Middleton, Liverpool, Lawrencetown, and Florence libraries moved to new quarters, while the Pictou and Lunenburg libraries saw major expansions. The Mulgrave library received some renovations and Eastern Counties Regional Library added a Libr@ry Link site in Mabou and moved the St. Joseph de Moine site to a new location. All this adds significantly to the ability of public libraries to deliver high quality library services.

Halifax, Pictou-Antigonish, and Western Counties Regional Libraries received national and international awards, showing that Nova Scotia libraries are leaders in the wider library community.

Several libraries have received grants to support the Read to Me! program, which was launched the previous year. This additional funding has allowed the expansion of pre-school programs to include infants, toddlers, and their parents or care givers. We also saw the launch of Read to Me in Emergency at the IWK Emergency Department in Halifax, where volunteers read stories to children waiting in the emergency room. Public library staff members continue to be active volunteers in Read to Me!

The launch of the Pictou-Antigonish Regional Library's Business Room and Service Nova Scotia Kiosk in March saw the beginning of formal participation of public libraries in e-government. We also saw the launch of the Nova Scotia Health Network and the Nova Scotia Digital Collections Initiative, and the formation of the Nova Scotia 211 Initiative. Both the Provincial Library and public libraries are major players in these initiatives.

We have changed the way we report statistics to reflect changes in service. As reported last year, much work has gone into developing the Virtual Library, so we have begun measuring electronic use as well as traditional use.

Thank you to the staff of the Provincial Library and the public libraries who have worked hard and creatively for these achievements with only minimally increased funding. Thank you to Susan Clark, Senior Executive Director, Higher Education, for her continued support throughout the year.

In the coming year we look forward to moving to a new integrated library system, closer cooperation with the Community Access Program, a new funding review report, a new training program for public library trustees, and a new Senior Executive Director.

Elizabeth Armstrong

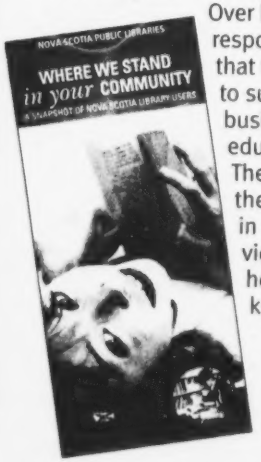
Elizabeth Armstrong
Director, Nova Scotia Provincial Library

Where we stand *in your community*

104-00656/

During the summer of 2002, regional libraries in Nova Scotia conducted a user survey to measure the contribution that libraries make to their communities and the benefits they provide to Nova Scotians. The survey was modelled on one developed by the Southern Ontario Library Service. The resulting snapshot provided a description of Nova Scotia library users, their assessment of the contribution made to their community by the library, and their level of satisfaction with library services.

The responses to the survey clearly show that library users view the public library as an important part of their community. The public library is seen as a community asset that provides intellectual stimulation, entertainment, and social contact. Free access to a wide variety of material for all members of the public is seen as a major benefit.



Over half of the respondents indicated that they use the library to support their work, business, or educational activities. They also value highly the people who work in public libraries, viewing them as helpful, friendly, and knowledgeable.

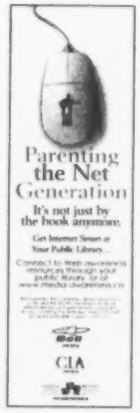
The role that public libraries play in helping to ensure equal access to technology and information is clearly shown by the survey results. People with household incomes of less than $30,000 use public use computers, job search information, and large print books more often.

The Nova Scotia Digital Collections Initiative

Public libraries are among the growing number of institutions in Nova Scotia taking advantage of the Internet to provide enhanced access to their collections through digital projects. Digital collections in Nova Scotia cover a wide range of subjects, from lobster fishing in River John, to Mi'kmaq culture and history, to an electronic edition of George Elliott Clarke's Saltwater spirituals and deeper blues. In May 2002, the Nova Scotia Provincial Library convened a meeting of representatives from Nova Scotian institutions active in digitization including archives, museums, public libraries, and universities to discuss opportunities for collaboration and cooperation. The result was the Nova Scotia Digital Collections Initiative. Officially launched in January 2003, the Initiative will look for ways to share ideas on potential digital projects, joint training opportunities, and funding opportunities.

Web Awareness Day 2003

"Parenting the Net Generation: it's not just by the book anymore" was the theme of the first national Web Awareness Day in February. Nova Scotia public libraries are partners with the Media Awareness Network in the delivery of the Web Awareness program and played an active role during the week with a variety of events. Posters and bookmarks from the national program were distributed in all branches.



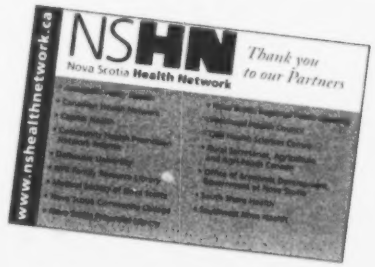
South Shore Regional Library staff presented a series of programs, in partnership with the Bridgewater police, on safe and responsible Internet use. The 1st Lunenburg Girl Guide Unit completed their You Go Girl in Technology Challenge on January 28 at the Lunenburg Branch Library. The purpose of the Challenge is to help girls become more critical users of technology by developing good judgment, common sense, and critical thinking skills and to apply these skills to their use of the Internet.

Library staff in other parts of the province presented Web Awareness sessions in library branches, CAP sites, and youth centres, and prepared newspaper articles and handouts for parents.

Nova Scotia Health Network launched

The Nova Scotia Health Network (*www.nshealthnetwork.ca*) was launched in June. NSHN is a web-based consumer health information service, providing reliable online health information for Nova Scotians, with a focus on locally produced information. The Network is a collaboration of public libraries, health authorities, Dalhousie University, the Canadian Health Network, and other partners. Industry Canada and Agriculture and Agri-Foods Canada's Rural Secretariat have provided external funding for the development of the Network. Health and wellness information is one of the most common topics for Internet searching. Public libraries play an important role in the delivery of consumer health information and have been one of the key players in NSHN's development.

During the year NSHN provided training in the use of the site to library staff in all nine regional libraries.



Around the province

Left: AVRL's new mobile branch. Right: Summer Reading Program contest winner Katie Murphy in Sydney with her mountain bike donated by the Cape Breton Post.

"It allows us to break from the isolation we sometimes feel living in remote rural C.B. and provides access to important resources"

Annapolis Valley Regional Library

The Smart Libraries project, developed in partnership with Western Counties Regional Library, was launched in May. Visitors to AVRL's web site are now able to use a variety of virtual library services.

Thanks to the Middleton & District Friends of the Library, the Middleton branch has almost doubled in size. The family of the late Dr. Frank W. Morse constructed a memorial library in Lawrencetown. Both new facilities offer increased shelving and study areas, as well as a program room.

The Summer Reading program was a success, with over 1000 children participating.

A LibraryNet grant from Industry Canada provided youth staffing from January to March. These youth workers coordinated youth focus groups to evaluate the AVRL website and offer input. They also added content to the web site.

A new mobile branch went on the road shortly after March break. The bus replaced the vehicle servicing West Hants and the eastern part of Kings County. Staff offices for those working on this bus moved from Coldbrook to space in the Kings County Academy school in Kentville.

Cape Breton Regional Library

Florence Branch Library reopened in November 2002 in a new location in the centre of the community. The Library had been closed for some time following a fire in its previous location. Another major event was the arrival of a new bookmobile to serve the rural areas of the Cape Breton Regional Municipality. Users of the service appreciate the larger stock it can carry.

Circulation was up slightly over 2001–02 figures, marking the third successive year in which we have seen higher circulation. Total book stock rose to 235,251 items, which is close to Level "C" status for Book Stock as defined in the Province's Library Standards.

The GED training programme operating out of the Gates Computer Lab in the Sydney branch has been so popular it has had to establish a waiting list to deal with its many applicants. Human Resources Development Canada provided a $15,000 software upgrade to support this training.

CBRL's web site was completely re-designed and launched as part of Public Library Week celebrations in October.

"I could not imagine living in a place where there was not a library...libraries link people and communities together."

Colchester–East Hants Regional Library

The Colchester–East Hants Regional Library Foundation was formed to assist with fundraising, and has been granted charitable status. The Foundation's first campaign is planned for fall 2003.

In partnership with Maggie's Place, a local family resource centre, CEHRL developed Baby, Me, and Mother Goose, a time for rhymes, songs, play, and social interaction.

The Book Buddies program matched teens with younger children who needed extra help in reading. CEHRL's Teen Friends of the Library continues to be very active.

CEHRL, in partnership with the Nova Scotia Department of Education, received a grant from the National Literacy Secretariat to support the Family Literacy in Nova Scotia project. The project will include an investigation of programs and practices across North America and a proposed action plan to advance family literacy in Nova Scotia.

Computer training for children and seniors was offered in several library branches during the year. Library staff also provided training sessions on Prospect Research Online, a fundraising database available in public libraries around the province.

Cumberland Regional Library

Programming and outreach services were top priorities for CRL in 2002–03. To facilitate programming goals, the library created a new outreach services clerk position to conduct programs in all branches. New programs included Teen Book Bingo, Family Fun Nights, Mother/Daughter Book Club, and Stories 'n Stuff.

Thanks to a grant from Coca-Cola's Share the Stories program, a books-for-babies collection was established. A portable puppet theatre was built and puppet shows have been a big success. As a result of the increase in programming and publicity, circulation increased nearly 8 per cent from last year.

Partnerships with local CAP committees continued to be strengthened. Through a Labour Market Development Agreement (LMDA) grant the library offered free training sessions in computers and the Internet, as well as digital photography, scanning, and hardware maintenance.

The library board began a series of staff training workshops and several new policies were adopted including a technology replacement plan and an employee computer usage policy.

Around the province

"A library is a vital part of a small town"

Left: Launch of ECRL's "Share a book Build a community" program in Milgrove with sponsor EnCana. Right: Children's program at Dartmouth North Public Library.

Eastern Counties Regional Library

Linking Rural Communities continues to be the strategic theme at ECRL. New Virtual Library services, launched by Hon. Rodney MacDonald in October, have been well received by staff and library users. While librarians at Headquarters worked on customizing the ECRL web catalogue screens, two branch staff undertook the design of a web catalogue handbook for the new service. A one-year LMDA grant for a computer technician resulted in better maintenance of staff and public computers and improvements to the Library's web site.

Corporate sponsors EnCana and 101.5, "the Hawk", and other local media contributed to the success of ECRL's first Share a Book - Build a Community fundraiser. Over $8,300 was raised.

Municipalities have continued to provide support through maintenance and enhancements to a number of our branches and Library Link satellite facilities. Canso and Guysborough branches obtained new customized circulation desks and Guysborough also received air conditioning. The Mulgrave branch saw completion of a major wall repair and a Community ACCESS-ability grant improved access for persons with disabilities. The St. Joseph de Moine Libr@ry Link site moved into enlarged quarters and the Mabou site at Dalbrae Academy became the third Link site with bi-weekly service.

Halifax Regional Library

In 2002 HRL Board completed a strategic plan that will guide the Library's progress toward realizing its mission and vision.

Through grants from the External Grants Program of the IWK Health Centre Foundation, and Human Resources Development Canada (HRDC), HRL developed and implemented a Baby's First Books infant literacy program in all library branches. This program provides early language and literacy experiences to children from birth to age two.

Thanks to HRDC funding, the Library developed a series of Information Technology skills workshops, which were offered at most locations. These workshops provide free instruction on the basics of computer use and accessing email and the Internet.

The Library introduced a "Rapid Reads" collection which gives the public improved in-branch access to popular titles, and has proved very popular. Also popular is a DVD collection, which is available at all 14 branches.

Improvements to e-branch service included the addition of a Literacy/ESL Web section, a "New Titles" features, the What do I Read Next electronic database, a Homework Help service, and a Donor Recognition section.

Living in a rural area is sometimes isolating. Having the services that the library provides helps to lessen the isolation."

HRL received four awards over the last year: the American Library Association's John Cotton Dana Library Public Relations Award, Industry Canada's LibraryNet Best Practices award for Innovative Internet Use in Canadian Public Libraries, the American Library Association's Public Relations Best of Show Award in the category of Internet for HRL's promotion of e-branch, and the Lieutenant Governor's Design Award in Architecture, Award of Merit, for the Keshen Goodman Library.

The Library was busier than ever in 2002–03. The largest increases over the previous year were in the number of holds people placed on library items (673,778—a 30 per cent increase over last year), in the number of people registering for a library card (29,664 people or a 28.9 per cent increase), and in the number of people attending adult programs (25,147 adults attended 1,774 programs—a 27.6 per cent increase over 2001–02). Also impressive is the 4,362,100 items (12.4 per cent increase) borrowed by HRL patrons over the last year.

Pictou-Antigonish Regional Library

A 200 per cent increase in the use of the Virtual Library this year is a dramatic demonstration of the change in information delivery and the popularity of online content. Circulation of the digital collections amounted to 119,481 visits, and use of the online databases is also increasing. New additions to PARL's "rooms" of selected resources included the Health and Business Rooms. Despite a continuing overall decline in book circulation there has been a consistent number of people visiting the branch libraries.

PARL introduced government service delivery in New Glasgow and River John in partnership with LibraryNet, BusinessGateway.ca, Service Nova Scotia and Municipal Affairs, and Human Resources Development Canada. This service was officially launched on March 24, 2003, by Premier John Hamm.

The New Glasgow Library launched the monthly Senior's Café to offer a specific time for individualized service and programming to seniors.

In July, PARL hosted its first Summer Writing Camp for children. Funded by the local Human Resources Development Commission office, with additional support provided by The Adopt a Library Literacy Program, the successful four-day camp included 16 participants aged 10-13.

Digital collections on Carrie Best, the Cape George Lighthouse, and Pictou County Characters were added to PARL's Virtual Library.

Around *the province*

"A library is a vital part of a small town"

Left: Launch of ECRL's "Share a book-Build a community" program in Mulgrave with sponsor Encana. Right: Children's program at Dartmouth North Public Library.

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Around the province

"Having a library

Below: Web4All assistive technology in Meteghan.

Right: Mayor John Leefe, Thomas Raddall III, and Armand Wigglesworth open the Thomas H. Raddall Library in Liverpool.

South Shore Regional Library

The expanded Lunenburg and new Liverpool libraries offer improved Internet access, accessibility, and book collections. In Lunenburg the William J. Roué Room provides an attractive space for a special collection of material on shipbuilding and the history of ships. The Region of Queens Municipality funded six months of Sunday afternoon open hours at the T. H. Raddall Library in Liverpool.

These investments in lifelong learning were supported by their communities, with substantial donations for books and shelves in Liverpool and Lunenburg and donations totalling more than $6,000. Tourists are heavy users of SSRL public access terminals, and many of them make a donation.

Frances Anderson retired from her position as Branch/Extension/Systems Librarian after 23 years at SSRL. Cheryl Stenström, who has over 10 years of library experience in management positions at public libraries in Kitchener, Ontario, and Vancouver was hired to fill the position.

Western Counties Regional Library

In 2002–03 WCRL launched the new Smart Library website and Library Express services. With these services library borrowers can not only use the library's comprehensive online services, but also order books and other library materials that are delivered, free of charge, to their home address.

Library Director Trudy Amirault received the CAPL/Brodart Outstanding Public Library Service Award, the major annual award presented by the Canadian Association of Public Libraries.

WCRL received the Canadian Library Association's W. Kaye Award for its services to seniors.

In cooperation with the IWK External Grants Foundation, the library developed an introduction-to-reading program for babies, toddlers, and their parents. The program was delivered in all ten branches.

The library produced an online Study Smart site for junior and senior high school students with the help of a LibraryNet grant. The project worker also gave Study Smart demonstrations to 539 grade 10 students throughout the region.

The library addressed declining library usage by pre-teen boys by developing a partnership with the Yarmouth Motor Mart Mariners Junior A hockey team. Posters were developed that featured local hockey stars in street clothes with books under their arms. The posters carry a simple message, "Read – Exercise your mind."

Nova Scotia *provincial library*

Deborah Ellis visits with young readers during Children's Book Week.

About the Provincial Library

The Nova Scotia Provincial Library is part of the Department of Education. It provides leadership in coordinating library services throughout the province, promotes library cooperation at national, regional, and provincial levels, and represents Nova Scotia library interests in national, regional, and provincial forums. It acts as a champion and resource for public libraries, working with them to provide the best possible library service to all Nova Scotians.

More specifically, the Nova Scotia Provincial Library

- provides leadership at provincial and national levels on matters relating to managing and disseminating information and providing high quality public library service
- promotes resource sharing among Nova Scotia libraries by developing electronic networks and coordinating projects such as consortia purchasing of on-line products
- manages and administers the integrated library system on which eight regional public libraries depend for their daily operations
- provides specialized services, such as centralized cataloguing, integrated library system training and support, interlibrary lending locations, and a loan collection of professional development materials
- provides expert consultation, facilitates training to public libraries, and helps to promote public library services
- seeks potential initiatives and partnerships to expand public library services and represents public library interests in relevant forums in Nova Scotia and across the country
- provides funding support to regional libraries through grant programs

Net Operating Expenditures	$1,461,177	$1,603,433
Salaries & Benefits	990,490	1,022,683
Library materials	138,916	141,145
Other expenditures	638,452	636,131
Revenue/Recoveries	306,681	194,526
Salaries expenditure as percentage of total budget	63.0%	63.8%
Total Staff (full-time equivalent)	25.6	24.6
Regional library operating grants	$9,963,000	$10,013,000

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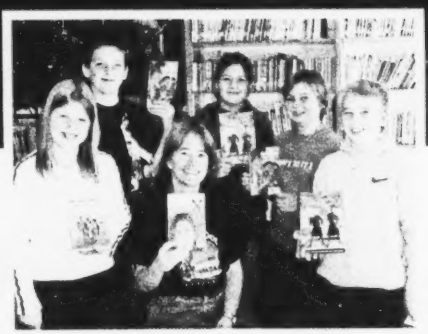

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Goals and achievements

Premier John Hamm registers for a library card in New Glasgow.

Nova Scotia Provincial Library

Mission
The Nova Scotia Provincial Library will act as a champion and resource for public libraries, working with them to provide the best possible library service to all Nova Scotians.

Goals for 2002–04

1. Improve the visibility and promote the value of public libraries to the public, potential funding agencies, and all levels of government.
2. Ensure that regional public libraries have the tools required to provide easy access to and control of collections.
3. Assist regional public libraries in developing digital collections.
4. Continue to seek ways of improving the technological infrastructure.
5. Contribute to the provision of effective reference service in regional public libraries.
6. Support succession planning for regional library boards.
7. Assist in the development of regional library staff and board members.
8. Develop best practices in public library service delivery.
9. Seek potential initiatives and partnerships to expand public library services.

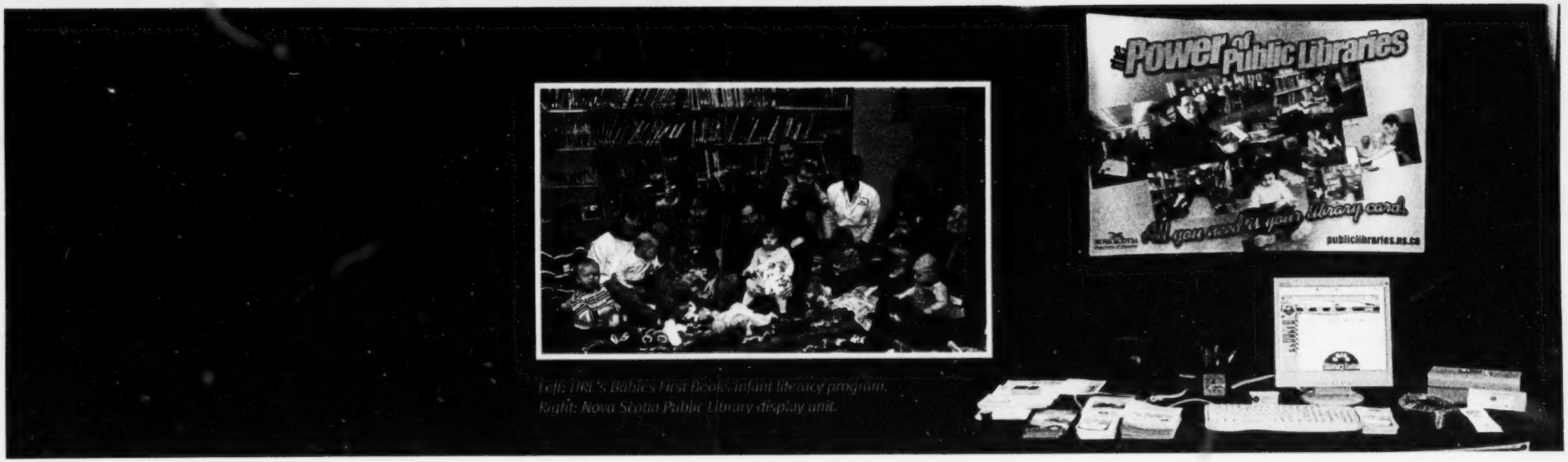
Achievements 2002–03

Goal 1

- Coordinated a second successful Public Library Week in partnership with the PEI Provincial Library Service, the Nova Scotia Library Association, and the Library Boards Association of Nova Scotia. The theme of the week was Libraries Connecting Communities.
- Developed with Communications Nova Scotia a new display unit for use by public libraries at local events.
- Sponsored a booth promoting public libraries at the Union of Nova Scotia Municipalities Conference.
- Conducted a survey of library users.
- Participated in the government Web Improvement Project.

Goal 2

- Selected the Unicorn Integrated Library System and signed the contract to begin implementation.
- Upgraded current system with patron circulation



Left: HRE's Babies First Books infant literacy program.
Right: Nova Scotia Public Library display unit.

functionality, enabling patrons to check the current status of their accounts, view materials borrowed, renew items, and place holds via the Web catalogue.

Goal 3

- Organized and launched the Nova Scotia Digital Collections Initiative, a partnership of organizations using digitization to improve public access to their colletions (*see page 1*).

Goal 4

- Revised the Standards for Nova Scotia Public Libraries to include a chapter on information technology.
- Coordinated public libraries renewed participation in the Computers for Schools Program to update the aging technology in public libraries

Goal 5

- Developed the Nova Scotia Virtual Reference Collection and implemented a process for maintaining currency.
- Added Global Books in Print to the on-line database consortium and continued to evaluate additional products for future acquisition.

Goal 6

- Developed contracts with the Public Service Commission to enable public library staff to have access to Civil Service training courses.
- Developed a closer relationship with the Dalhousie School of Library and Information Studies by presenting public library initiatives and activities to classes and informal groups.
- Conducted tours of the Provincial Library for students in the NS Community College Library Technician program.

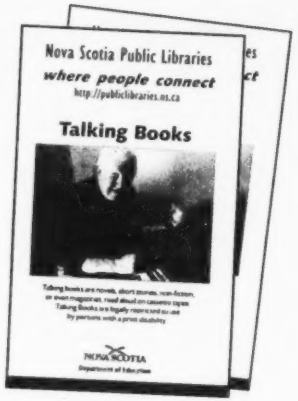
Goal 7

- Sponsored a workshop in the Library's Contribution to your Community for public library board chairs and regional librarians.
- Co-sponsored a Train-the-Trainer workshop with the Atlantic Chapter of the Canadian Association of Special Libraries and Information Services.
- Sponsored several video conference training sessions from the College of DuPage and the Ontario Library Association.

Goal 8 - Scheduled for 2003–04

Goal 9

- Joined the Coastal Communities Network.
- Participated in the Nova Scotia Health Network (*see page 1*)
- Promoted Web Awareness Day (*see page 1*)
- Joined the Nova Scotia 211 Steering Committee
- Worked with Service Nova Scotia to involve public libraries in e-government.



Goals *and achievements*

Nova Scotia Provincial Library

Mission
The Nova Scotia Provincial Library will act as a champion and resource for public libraries, working with them to provide the best possible library service to all Nova Scotians.

Goals for 2002–04

1. Improve the visibility and promote the value of public libraries to the public, potential funding agencies, and all levels of government.
2. Ensure that regional public libraries have the tools required to provide easy access to and control of collections.
3. Assist regional public libraries in developing digital collections.
4. Continue to seek ways of improving the technological infrastructure.
5. Contribute to the provision of effective reference service in regional public libraries.
6. Support succession planning for regional library boards.
7. Assist in the development of regional library staff and board members.
8. Develop best practices in public library service delivery.
9. Seek potential initiatives and partnerships to expand public library services.

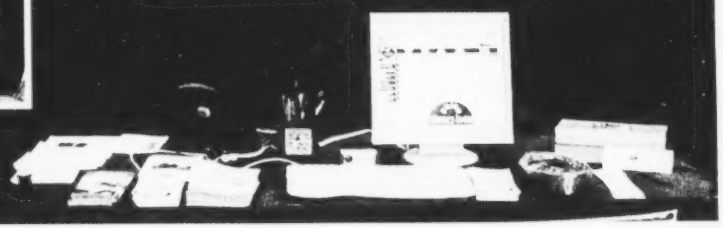
Achievements 2002–03

Goal 1

- Coordinated a second successful Public Library Week in partnership with the PEI Provincial Library Service, the Nova Scotia Library Association, and the Library Boards Association of Nova Scotia. The theme of the week was Libraries Connecting Communities.
- Developed with Communications Nova Scotia a new display unit for use by public libraries at local events.
- Sponsored a booth promoting public libraries at the Union of Nova Scotia Municipalities Conference.
- Conducted a survey of library users.
- Participated in the government Web Improvement Project.

Goal 2

- Selected the Unicorn Integrated Library System and signed the contract to begin implementation.
- Upgraded current system with patron circulation



Left: HRL's Babies First Books infant literacy program.
Right: Nova Scotia Public Library display unit.

functionality, enabling patrons to check the current status of their accounts, view materials borrowed, renew items, and place holds via the Web catalogue.

Goal 3

- Organized and launched the Nova Scotia Digital Collections Initiative, a partnership of organizations using digitization to improve public access to their colletions (*see page 1*).

Goal 4

- Revised the Standards for Nova Scotia Public Libraries to include a chapter on information technology.
- Coordinated public libraries renewed participation in the Computers for Schools Program to update the aging technology in public libraries

Goal 5

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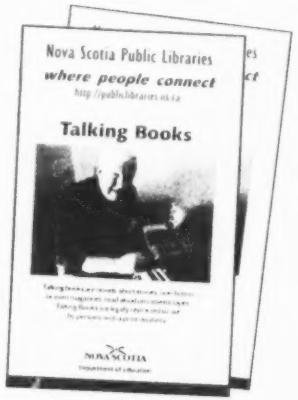


Highlights

4,832,224 visits	*13,239 per day*
6,855,382 items circulated	*18,782 per day*
575,421 information questions answered	*1,576 per day*
170,876 online database searches	*468 per day*
492,349 hours of public access computer use	*1,349 per day*
Annual Cost	*$27.50 per capita*

Nova Scotia Public Libraries

Statistics

ANNUAL USE

	Open Hours	In-person Visits	On-line Visits	Total Library Visits	On-line Visits As % of Total	Circulation	In-library Use	Total Materials Use	Holds Placed	Programs *Offered	Program Attendance	SRP** Participants
Annapolis Valley	14,040	222,664	99,303	321,967	30.8%	573,540	31,542	626,730	78,843	2,488	18,980	1,035
Cape Breton	24,362	359,764	N/A	359,764	N/A	462,697	95,697	582,388	25,859	546	7,426	1,152
Colchester–E. Hants	6,331	204,828	26,523	231,351	11.5%	303,560	61,048	383,268	12,694	467	6,558	681
Cumberland	10,548	90,441	34,381	124,822	27.5%	146,359	25,511	179,359	20,478	351	5,554	480
Eastern Counties	9,608	112,585	69,690	182,275	38.2%	152,236	36,525	207,551	19,726	146	1,837	421
Halifax	35,223	2,229,986	522,270	2,752,256	19.0%	4,362,100	1,333,760	5,779,587	673,778	5,310	126,066	5,576
Pictou-Antigonish	13,936	228,072	288,485	516,557	55.8%	342,405	117,156	488,226	28,800	527	4,779	1,468
South Shore	7,170	95,691	N/A	95,691	N/A	239,222	541,335	784,740	22,197	34	840	378
Western Counties	12,402	166,020	81,521	247,541	32.9%	273,263	240,396	538,300	26,534	1,194	16,825	1,085
Totals	133,620	3,710,051	1,122,173	4,832,224	23.2%	6,855,382	2,482,970	9,570,149	908,909	11,063	188,865	12,276

** Includes 23 on-line programs with an attendance of 1,502 for Halifax*
***Summer Reading Program*

INFORMATION SERVICE

	In-person Information Questions	On-line Information Questions	Total Information Transactions	Interlibrary Loans	Total Data-Base Sessions Initiated	In-library Sessions Initiated	External Sessions Initiated	Total Database Searches	In-library Database Searches	External Database Searches
Annapolis Valley	51,547	135	51,682	8,905	5,718	N/A	N/A	15,930	N/A	N/A
Cape Breton	149,432	N/A	149,432	3,967	5,710	4,050	1,660	18,284	11,777	6,507
Colchester–E. Hants	13,879	52	13,931	5,974	4,420	2,821	1,599	14,240	7,686	6,554
Cumberland	21,741	49	21,790	3,496	1,789	1,163	626	5,700	3,476	2,224
Eastern Counties	6,020	23	6,043	3,445	3,492	2,891	601	15,298	12,750	2,548
Halifax	221,590	2,185	223,775	8,942	26,253	14,042	12,211	57,474	27,349	30,125
Pictou-Antigonish	62,125	600	62,725	7,050	7,472	N/A	N/A	21,193	N/A	N/A
South Shore	14,558	257	14,815	6,425	974	N/A	N/A	3,209	N/A	N/A
Western Counties	28,608	2,620	31,228	7,485	5,093	3,839	1,254	19,548	14,501	5,047
Totals	569,500	5,921	575,421	55,689	60,921	28,806	17,951	170,876	77,539	53,005

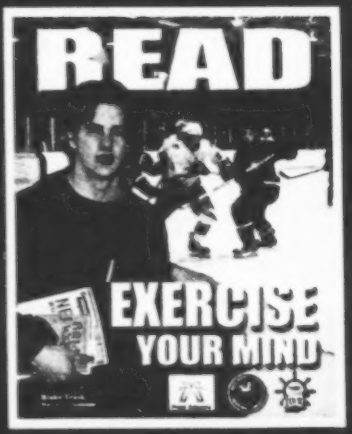
Left: Lions Club donation to ECRL's Adopt-a-Library Literacy program in Sherbrooke. Right: Self Check machine at Alderney Gate Public Library.

Statistics

PUBLIC ACCESS COMPUTERS

	Computers Available	Population per Computer	Total Hours of Computer Use	Average Hours of Use Per Computer	Training Sessions
Annapolis Valley	55	1,888	34,761	632	1,269
Cape Breton	58	2,097	76,560	1,320	726
Colchester–E. Hants	37	2,002	18,156	491	306
Cumberland	30	1,121	16,232	541	734
Eastern Counties	34	1,230	16,144	475	408
Halifax	192	1,932	252,197	1,314	293
Pictou-Antigonish	45	1,550	35,812	796	1,789
South Shore	29	2,132	9,580	330	N/A
Western Counties	60	1,086	32,907	548	231
Totals	540	1,746	492,349	912	5,756

WCRL's READ poster featuring MotorMart Mariners' defenceman Blake Trask.



MATERIALS

	Total Holdings	Holdings Per Capita	Total Periodical Titles	Print Periodical Titles	Electronic Periodica Titles	Materials Expenditure Per Capita,	Materials Expenditure As % of Total
Annapolis Valley	261,720	2.5	2,346	100	2,246	$1.54	7.1%
Cape Breton	234,926	1.9	2,571	325	2,246	$2.34	12.0%
Colchester–E. Hants	134,603	1.8	2,458	212	2,246	$2.25	11.5%
Cumberland	76,741	2.3	2,348	102	2,246	$2.02	10.6%
Eastern Counties	105,860	2.5	2,426	180	2,246	$2.01	9.8%
Halifax	1,238,395	3.3	4,202	1,588	2,614	$3.79	9.6%
Pictou-Antigonish	135,000	1.9	2,417	171	2,246	$1.49	8.5%
South Shore	127,929	2.1	2,364	118	2,246	$1.30	7.8%
Western Counties	146,752	2.3	2,423	177	2,246	$2.44	10.8%
Totals	2,461,926	2.6	23,555	2,973	20,582	$2.66	9.7%

	MEMBERSHIP					SERVICE POINTS			GOVERNANCE		PERSONNEL	
	Population (2001 Census)	In-person Registrations	On-line Registrations	Registered Members	Registered Members As % of Pop.	Branch Libraries	Mobile Libraries	Other Sites	Member Councils	Trustees	Total Staff (FTE)	Personnel Expenditure As % of Total
Annapolis Valley	103,836	4,097	362	18,484	17.8%	11	2	2	11	15	40.2	62.8%
Cape Breton	121,631	N/A	N/A	24,161	19.9%	13	2	0	2	9	53.9	69.6%
Colchester–E. Hants	74,077	2,570	31	13,918	18.8%	4	1	0	4	10	31.0	68.7%
Cumberland	33,634	1,905	51	6,798	22%	7	0	1	5	9	18.5	74.8%
Eastern Counties	41,830	2,999	60	8,177	19.5%	7	0	11	7	9	19.6	62.0%
Halifax	370,998	27,416	1,248	173,216	46.7%	14	2	3	1	11	260.6	69.8%
Pictou-Antigonish	69,735	2,017	900	20,990	30.1%	7	0	3	8	10	33.4	74.6%
South Shore	61,815	N/A	N/A	12,205	19.7%	3	2	1	6	12	21.5	69.5%
Western Counties	65,135	2,851	325	18,634	28.6%	10	0	5	11	16	33.4	65.1%
Totals	942,691	43,855	2,977	298,091	31.5%	76	9	26	55	101	512.1	68.9%

	FUNDING				EXPENDITURES			
	Provincial	Municipal	Other	Total Income	Materials	Personnel	Other	Expenditure
Annapolis Valley	$1,216,001	$445,299	$589,798	$2,251,098	$160,426	$1,412,682	$677,990	$2,251,098
Cape Breton	1,531,800	560,900	272,290	2,364,990	284,105	1,645,023	435,862	2,364,990
Colchester-E. Hants	848,501	310,700	304,858	1,464,059	166,380	994,753	287,086	1,448,219
Cumberland	409,901	150,099	87,349	647,349	67,797	479,275	93,276	640,348
Eastern Counties	600,200	190,300	65,647	856,147	84,106	530,576	241,465	856,147
Halifax	2,987,099	11,056,210	570,495	14,613,804	1,405,066	10,196,598	3,012,140	14,613,804
Pictou-Antigonish	827,799	335,968	50,804	1,214,571	103,854	912,642	206,343	1,222,839
South Shore	727,200	270,124	45,454	1,042,778	80,610	718,087	234,949	1,033,646
Western Counties	864,500	287,800	320,798	1,473,098	159,178	959,038	354,882	1,473,098
Totals	$10,013,001	$13,607,400	$2,307,493	$25,927,894	$2,511,522	$17,848,674	$5,543,993	$25,904,189

NOVA SCOTIA
Department of Education

2002–03 Nova Scotia Provincial Library / Nova Scotia Public Libraries Annual Report

ANNAPOLIS VALLEY REGIONAL LIBRARY
PO Box 640, 26 Bay Road
Bridgetown NS B0S 1C0
Tel: (902) 665-2995
Fax: (902) 665-4899
E-mail: avradmin@nsar.library.ns.ca
http://www.valleylibrary.ns.ca
Regional Librarian: David Witherly

CAPE BRETON REGIONAL LIBRARY
50 Falmouth Street, Sydney NS
B1P 6X9
Tel: (902) 562-3279
Fax: (902) 564-0765
Email: inssc@nssc.library.ns.ca
http://www.cbrl.ca
Regional Librarian: Ian MacIntosh

COLCHESTER-EAST HANTS REGIONAL LIBRARY
754 Prince Street, Truro NS
B2N 1G9
Tel: (902) 895-4183
Fax: (902) 895-7149
Email: anstc@nstc.library.ns.ca
http://cehlibrary.ednet.ns.ca
Regional Library Director: Janet Pelley

CUMBERLAND REGIONAL LIBRARY
PO Box 220, Amherst NS B4H 3Z2
Tel: (902) 667-2135
Fax: (902) 667-1360
Email: fnewman@nsamc.library.ns.ca
http://crl.library.ns.ca
Chief Librarian: Frances Newman

EASTERN COUNTIES REGIONAL LIBRARY
PO Bag 2500, 390 Murray Street,
Mulgrave NS B0E 2G0
Tel: (902) 747-2597
Fax: (902) 747-2500
Email: info@nsme.library.ns.ca
http://ecrl.library.ns.ca
Chief Librarian: David Cumby

HALIFAX REGIONAL LIBRARY
60 Alderney Drive, Dartmouth NS
B2Y 4P8
Tel: (902) 490-5744
Fax: (902) 490-5762
Email: comments@nsh.library.ns.ca
http:/www.halifax.library.ns.ca
Chief Executive Officer: Judith Hare

PICTOU-ANTIGONISH REGIONAL LIBRARY
PO Box 276, New Glasgow NS
B2H 5E3
Tel: (902) 755-6031
Fax: (902) 755-6775
Email: estackho@nsngp.library.ns.ca
http://www.parl.ns.ca
Chief Librarian: Eric Stackhouse

SOUTH SHORE REGIONAL LIBRARY
PO Box 34, Bridgewater NS
B4V 2W6
Tel: (902) 543-2548
Fax: (902) 543-8191
Email: ansbs@nsbs.library.ns.ca
http://ssrl.library.ns.ca
Chief Librarian: Janet Clark

WESTERN COUNTIES REGIONAL LIBRARY
405 Main Street, Yarmouth NS
B5A 1G3
Tel: (902) 742-2486
Fax: (902) 742-6920
Email: ansy@nsy.library.ns.ca
http://www.westerncounties.ca
Regional Library Director: Trudy Amirault

NOVA SCOTIA REGIONAL LIBRARY
3770 Kempt Road, Halifax NS
B3K 4X8
Tel: (902) 424-2457
Fax: (902) 424-0633
Email: admin@nshpl.library.ns.ca
http://www.library.ns.ca/
Provincial Librarian: Elizabeth Armstrong